

<b>Notice of References Cited</b>	Application/Control No. 09/580,233	Applicant(s)/Patent Under Reexamination ADDUCI ET AL.	
	Examiner Jason M. Borlinghaus	Art Unit 3628	Page 1 of 2

**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

**FOREIGN PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Kotler, Philip & Armstrong, Gary. Principles of Marketing 8th Edition. Prentice Hall. Upper Saddle River, New Jersey. 1999. pp. 72, 98 - 99, 111, 139 - 140, 156 - 159, 196, 202, 204, 209, 212 - 213, 280 - 281, A1 & A4 - A5.
	V	Weerahandi, Samaradasa & Moitra, Soumyo. Using Survey Data to Predict Adoption and Switching for Services. Journal of Marketing Research. vol. 32, iss. 1. February 1995. p.85 - 96.
	W	Kroenke, David M. Database Processing: Fundamentals, Design & Implementation 6th Edition. Prentice Hall. Upper Saddle River, New Jersey. 1998. pp. 295-296.
	X	Townsend, Carl. Mastering Excel 4 for Windows. Sybex. Alameda, California. 1992. pp.423 - 425.

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

<b>Notice of References Cited</b>	Application/Control No. 09/580,233	Applicant(s)/Patent Under Reexamination ADDUCI ET AL.	
	Examiner Jason M. Borlinghaus	Art Unit 3628	Page 2 of 2

**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

**FOREIGN PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Raiborn, Cecily A., Barfield, Jesse T. & Kinney, Michael R. Managerial Accounting. West Publishing Company. St. Paul, Minnesota. 1993. pp. 362, 733 & 771
	V	Heizer, Jay & Render, Barry. Operations Management 5th Edition. Prentice Hall. Upper Saddle River, New Jersey. 1999. pp. 143, 257 & 713.
	W	
	X	

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.